NCIC Validations - Clear, No Contact Rate
Emergency Services

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KPI Owner: Sherrie Masden **Process: Enter and Validate Information to the NCIC**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary

Baseline, Goal, & Benchmark

Baseline: CY14 - 23%

Goal: Reduce the property validation defect rate to no more than 10%

Benchmark: TBD

Source Summary

Data Source: Open Fox

Goal Source: Dept Management Team

Benchmark Source: N/A

Continuous Improvement Summary

Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions

Measurement Method: The number of property validations (guns and vehicles) that have to be removed each month from the national database divided by the total number of property validations for the month.

Why Measure: Keeping entries in the NCIC database helps officer and community safety

Next Improvement Step: Implement solutions identified in the Lean Project

How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
10%	**17%**		**10%**	**12%**	
Entries	Entries		Entries	Entries	

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Good